

€ TRAINING

Outsourcing Manager





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Introduction:

This workshop focuses on the essential strategies and methodologies for effectively managing outsourcing relationships, enabling participants to enhance operational efficiency and reduce costs. It empowers them to develop skills that foster successful partnerships and drive organizational success.

Workshop Objectives:

By the end of this workshop, participants will be able to:

- Understand the fundamental principles of outsourcing and its strategic importance.
- Evaluate outsourcing options and make informed decisions on service providers.
- Develop effective communication and relationship management strategies with vendors.
- Implement best practices for contract negotiation and performance management.
- Analyze risks associated with outsourcing and create mitigation strategies.

Targeted Audience:

- Outsourcing Managers.
- Procurement Professionals.
- Project Managers.
- Operations Managers.
- Business Leaders.

Program Outline:

Unit 1:

Introduction to Outsourcing Management:

- Defining outsourcing and its significance in modern business.
- Types of outsourcing: offshore, nearshore, and onshore.
- Assessing the business case for outsourcing.

- Understanding the outsourcing lifecycle.
- Case study on successful outsourcing initiatives.

Unit 2:

Vendor Selection and Relationship Management:

- Criteria for selecting outsourcing partners.
- Effective communication strategies with vendors.
- How to build and maintain strong vendor relationships.
- Performance measurement and evaluation techniques.
- Tools for managing outsourcing relationships.

Unit 3:

Contract Management and Risk Mitigation:

- Key components of outsourcing contracts.
- Negotiation strategies for favorable terms.
- Monitoring compliance and performance.
- Identifying and managing outsourcing risks.